

MASON MIYAMOTO

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Professional Summary

High-energy Customer Service oriented worker skilled in resolving conflicts through proactive communication. Listens actively to questions, resolves issues/disputes tactfully and effectively. History of being an effective team member with full understanding of the underwriting process and team needs. Well-versed in using Excel to create and update tracking spreadsheets. Experienced supervisor professional, with strong leadership and relationship-building skills. Web development experience though University of Oregon.

Skills

- Proficient in HTML, CSS, JS, jQuery, coding languages.
- Strong team player with history of Kanban board usage.
- Proficient in MS Office(excell, word, powerpoint, outlook), multiple mobile OS systems, and general office computer functions.
- Management/Supervisory experience.
- Expert problem solver.
- Able to type 60-80 WPM.

Work History

Parkrose Hardware Electrical/Paint Houseware

Hazel dell, Washington • Aug 2020 to Current

- Customer Service for Electrical/Paint/Plumbing/Housewares
- Day to day operations
- Stocking and inventory

Apprentice/Office Assistant • Typhoon Electric And Telecommunications Inc

Wailuku, Hawaii • October 2016 to Current

- Helped to install systems, components and construction materials into new and remodeled buildings.
- Loaded and unloaded building materials used for construction.
- Used schematic diagrams to plan work.
- Promoted shop safety by working in a safe manner.
- Developed and executed layout and installation of electrical wiring and fixtures based on job terms and city regulations.
- Performed preventative maintenance on electrical panels
- Day to day office management

User Account Specialist / IT Manager • Empres Heathcare

Vancouver, Washington • April 2019 to Oct 2019

- Processed User Accounts for a large Healthcare company.
- Performed phone and remote assistance for internal employees.
- Modified user accounts for promotions, terminations, and assorted position changes.
- Troubleshooting up and coming interfaces and programs newly utilized with the company.
- Screened incidental tickets in both phone and email format.
- Processed hardware and equipment orders for assorted medical facilities.
- Practiced professional communication between many levels of the workforce. Both internal and external.

Supervisor • Mokulele Airlines

Kahului, HI • June 2015 to October 2016

- Trained new employees on correct processes and procedures.
- Offered appropriate reservation options based on expected attendees when coordinating events.
- Provided services efficiently and with high level of accuracy.
- Collaborated with various team members to ensure guest requests were addressed appropriately and timely.
- Stocked aircraft cabin interiors for flights with equipment and supplies.
- Verified air cargo against documentation to identify and resolve any discrepancies.
- Loaded, stowed and unloaded baggage, cargo and freight, and submitted completed documentation to management.
- Greeted passengers, verified tickets and directed passengers to assigned seats.
- Addressed passengers' concerns about delayed and canceled flights and resolved the issue through critical listening skills, empathy, while still following airline procedure.

Education

University of Oregon Full Stack Web Design and Coding Bootcamp

1585 E 13th Ave, Eugene, OR 97403

University Of Hawaii Maui College

310 W Kaahumanu Ave, Kahului, HI 96732

University Of Hawaii At Hilo

200 W Kawili St, Hilo, HI 96720

High School Diploma • Kamehameha Schools Maui Campus

270 Aapueo Pkwy, Makawao, HI 96768

- Class of 2008